

**IN THE CLAIMS:**

Please amend the claims as follows:

1-48 (cancelled)

49. (currently amended) The method of claim 40 53 wherein ~~at least one of the rules affecting self-scheduling by patients is in the form of a virtual ticket provided to a patient, wherein the method further includes operating the computerized scheduling system to:~~

create at least one electronic ticket identifying a given patient and allowing the patient to schedule at least one medical appointment of a predetermined type as determined by the physician; the ticket having a status of unused or appointment completed;

~~communicate with the patient with respect to scheduling a medical appointment of a requested type; and~~

automatically schedule the medical appointment on behalf of the patient only if the status is unused and the requested type is the predetermined type of the electronic ticket.

50. (previously presented) The method of claim 49 further including the step of:  
when the appointment is scheduled, changing the ticket status to appointment completed when the patient completes the appointment,

51. (previously presented) The method of claim 50 further including the step of:  
after enrollment, accepting instructions from the patient to cancel an enrolled appointment and changing the status of the ticket to unused.

52. (currently amended) The method of claim 40 53 wherein ~~at least one of the rules affecting self-scheduling by patients defines appointment times allocated to on-line self-scheduling by patients, wherein the method further includes operating the computerized scheduling system to:~~

~~communicate directly with a patient over the Internet to schedule a medical appointment;~~

automatically schedule the medical appointment on behalf of the patient only if appointment times are available in the ~~a~~ first set of appointment times; and

when appointment times are not available in the first set of appointment times, refer the patient to a human intermediary to schedule the medical appointment in second times other than the first set of appointment times.

53. (currently amended) A method of allowing patients to schedule their own appointments on a computerized scheduling system comprising the steps of operating the computerized scheduling system to:

~~The method of claim 40 wherein at least one of the rules affecting self-scheduling by patients operates the computerized scheduling system to:~~

communicate directly with the patient over the Internet to accept a patient request for a medical appointment of a requested type;

review a record of the patient's completion of previous appointments; and

automatically schedule the medical appointment on behalf of the patient only if the patient's completion of previous appointments exceeds a predefined threshold and otherwise requiring the patient to schedule an appointment through a human intermediary.

54. (currently amended) The method of claim 40 53 wherein the medical appointment is scheduled in a database providing an integrated patient medical record.

55. (currently amended) The computerized scheduling system of claim 47 59 wherein the stored program further executes to:

~~create as at least one rule;~~ at least one electronic ticket identifying a given patient and allowing the patient to schedule at least one medical appointment of a predetermined type as determined by the physician; the ticket having a status of unused or appointment completed;

~~communicate with the patient with respect to scheduling a medical appointment of a requested type;~~ and

automatically schedule the medical appointment on behalf of the patient only if the status is unused and the requested type is the predetermined type of the electronic ticket.

56. (previously presented) The computerized scheduling system of claim 55 wherein the stored program further executes to:

when the appointment is scheduled, change the ticket status to appointment completed when the patient completes the appointment,

57. (previously presented) The computerized scheduling system of claim 56 wherein the stored program further executes to:

after enrollment, accept instructions from the patient to cancel an enrolled appointment and changing the status of the ticket to unused.

58. (currently amended) The computerized scheduling system of claim 47 59 wherein ~~under at least one rule~~, the stored program further executes to:

communicate directly with a patient over the Internet to schedule a medical appointment;

automatically schedule the medical appointment on behalf of the patient only if appointment times are available in ~~the~~ a first set of appointment times; and

when appointment times are not available in the first set of appointment times, refer the patient to a human intermediary to schedule the medical appointment in second times other than the first set of appointment times.

59. (currently amended) A computerized scheduling system allowing patients to schedule their own appointments comprising:

a stored program executing on an electronic computer, the stored program executing to:

~~The computerized scheduling system of claim 47 wherein under at least one rule, the stored program further executes to:~~

communicate directly with the patient over the Internet to accept a patient request for a medical appointment of a requested type;

review a record of the patient's completion of previous appointments; and

automatically schedule the medical appointment on behalf of the patient only if the patient's completion of previous appointments exceeds a predefined threshold and otherwise requiring the patient to schedule an appointment through a human intermediary.

60. (currently amended) The computerized scheduling system of claim 47 59 wherein the medical appointment is scheduled in a database providing an integrated patient medical record.